

WHAT IS CLAIMED IS:

1. A Internet based performance measurement system,
comprising:

- a server operable to receive performance perception
5 data from a client corresponding to a performance query;
a database comprising a metric corresponding to the
performance query, the metric comprising actual performance
data corresponding to the performance query; and
a performance engine operable to access the
10 performance perception data and the metric, the performance
engine operable to compare the performance perception data
to the metric to determine variations between a client
perception of performance and actual performance.

- 15 2. The system of Claim 1, further comprising a
reporting engine operable to generate a report of the
variations.

3. The system of Claim 1, wherein the performance
20 data corresponds to a plurality of metrics.

4. The system of Claim 1, further comprising a
survey generator operable to generate and transmit a
communication to the client corresponding to the
25 performance query.

5. The system of Claim 4, wherein the survey
generator is operable to access client data to determine a
time to generate the communication.

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6. The system of Claim 4, wherein the survey
generator is operable to transmit the communication to a
plurality of client personnel.

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7. The system of Claim 6, further comprising a reporting engine operable to generate a report of the variations for each of the client personnel.

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8. A method for Internet based performance measurement, comprising:

generating a performance query web page having a performance query;

5 receiving performance perception data from a client corresponding to the performance query;

retrieving a metric corresponding to the performance query, the metric comprising actual performance data; and

10 comparing the performance perception data to the metric to determine variations between a client perception of performance and actual performance.

9. The method of Claim 8, further comprising generating a performance report of the variations.

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10. The method of Claim 8, further comprising:

generating a communication corresponding to the performance query web page; and

transmitting the communication to the client.

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11. The method of Claim 10, wherein transmitting comprises transmitting the communication to a plurality of client personnel.

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12. The method of Claim 11, further comprising generating a performance report of the variations for each of the plurality of client personnel.

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13. The method of Claim 8, further comprising:
determining a time to generate a communication
corresponding to the performance query from client data;
and

5 transmitting the communication to the client at the
determined time.

14. The method of Claim 8, wherein receiving the
performance perception data further comprises:

10 identifying one or more of the metrics corresponding
to the performance perception data; and

routing the performance perception data to the
corresponding identified metrics.

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15. A method for performance measurement of a service provider, comprising:

generating a performance metric;

receiving actual performance data corresponding to the

5 performance metric from the service provider;

generating a performance query corresponding to the performance metric;

receiving performance perception data associated with the performance query from a client; and

10 comparing the performance perception data to the performance metric to determine a difference between client performance perception and actual service provider performance.

15 16. The method of Claim 15, further comprising transmitting a communication to the client notifying the client of the performance query.

20 17. The method of Claim 16, wherein the client transmits the communication to one or more client personnel, the client personnel providing the performance perception data.

25 18. The method of Claim 15, further comprising: providing access to the performance query via a performance query web page;

generating a communication associated with an Internet address of the web page; and

transmitting the communication to the client.

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19. The method of Claim 15, further comprising generating a performance report of the variations.

20. The method of Claim 15, wherein receiving the
5 performance perception data comprises receiving the
performance perception data from a plurality of client
personnel, and further comprising generating and displaying
a performance report corresponding to the performance
perception data received from each of the plurality of
10 client personnel.

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